



UNITED STATES
POSTAL SERVICE

MTAC

Mail Prep & Entry Focus Group

February 18, 2015



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Mail Prep & Entry Focus Group

Packages Track

February 18, 2015

- Packages Track
 - Action Items from Last Meeting
 - Open Discussion

- Action Items from Last Meeting
 - Define and formalize process for communicating Presort Reference Data (PRD) issues and sharing resolutions – *Webinar – 2/5*
 - Utilize webinar forum to highlight resolved issues escalate open issues and share measurements and improvements. – *Webinar – 2/5*
 - Label list Change document published in .csv or excel for easier manipulation – *Webinar - 2/5*
 - John Medeiros to provide file on issue with L606 mis-shipped records at a SCF that's within the scheme sortation to mine and determine root cause analysis. – John Medeiros

- Action Items from Last Meeting
- VP Delivery and Customer Service (Randy Stines and Aaron Lawson) or delegate to participate in MP&E Focus Group session for Packages - *Members invited*
- Mailer Service Impacts website review and update - *Action - Constantly being addressed and reviewed. Most recent storm was successful.*
- Follow up with VP Mail Entry & Payment Technology's group regarding DNDC Full Service exceptions entered at DSCF – *Capacity issue case by case basis*

Open Discussion



MTAC

Mail Prep & Entry Focus Group

First-Class Track

February 18, 2015

- First-Class Track
 - Action Items from Last Meeting
 - CSA Project Update
 - Self-adhesive Tray Labels
 - Open Discussion

- Action Items from Last Meeting
 - Explore procedures to determine if quality controls are in place at Plants or PO to replace tray labels. – Labels / Pockets / reinforce SOP
 - Invite HQ USPS Engineering and label suppliers to next meeting and report out on adhesive tray labels. *Presentation / demonstration – 2/18/15*
 - After consolidation, there will be a need to revalidate 5D scheme lists - Top / Down > Sort Programs – *Presented on webinar - 2/5/15*

Customer Supplier Agreement (CSA) Process Lead Time Reduction *LSS Project Update*

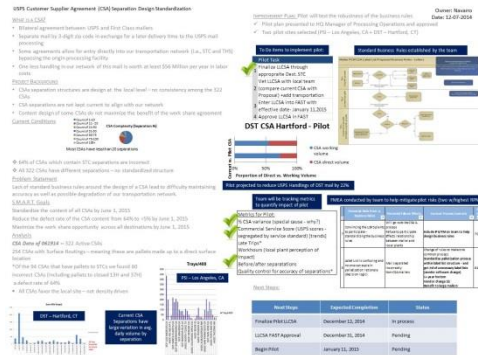
Project Leads: Nadya Ramel-Barnes, Isabel Navarro

Team: Cyndi Muldoon, Mury Salls, Steven Krejick, Sebastian Aguiari, Sharon Harrison, Ken Penland, Kelly Lorchick, Kevin Bray, Lance Bell, Joe Eagle, Prat Shah

Project Champion: Lauren Zalewski

February 2015

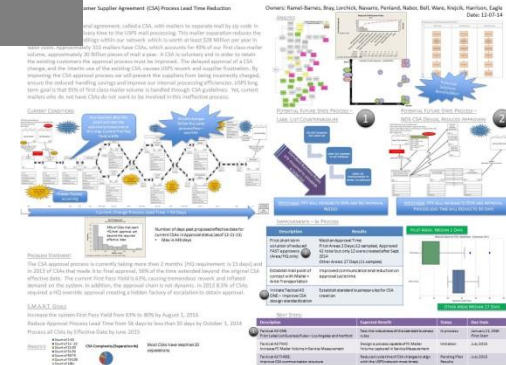
Estimated Completion:
March 2015



CSA Process
Lead Time
Reduction

Strategic A3

Estimated Completion:
July 2015



CSA Content
Standardization

Tactical One A3

Increase # of
Pieces in Service
Measurement

Tactical Three A3

In Initiation
Estimated Completion: July 2015

CSA
Communication
Structure

Tactical Two A3

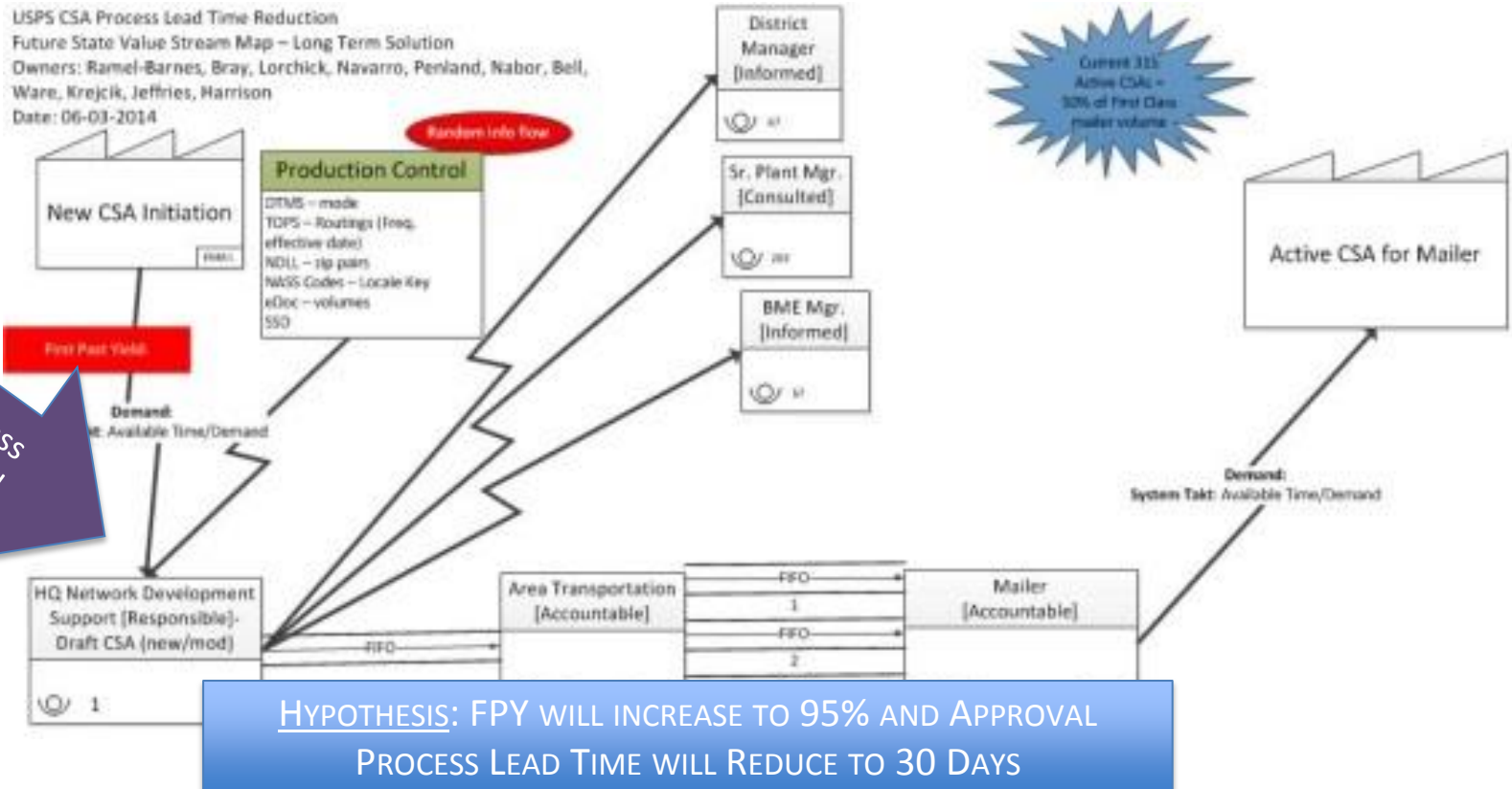
Pending results of Tactical One A3
Estimated Completion: July 2015

CSA Operational
Execution at
Mailer

Tactical Four A3

Pending results of Tactical Two A3
Estimated Completion: August 2015

POTENTIAL FUTURE STATE PROCESS – HQ CSA DESIGN, REDUCED APPROVERS



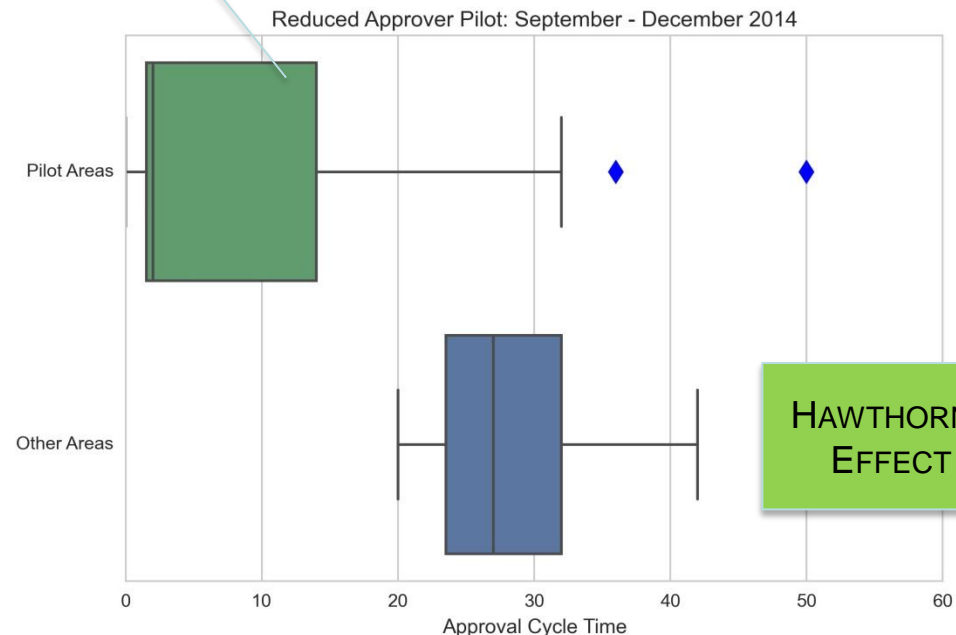
Pros: Customizable, RACI Approach
Cons: Managed locally. Potentially degrades system and increases overall handling cost
Requires system enhancements

IMPROVEMENTS – IN PROCESS

Description	Results
Pilot short term solution of reduced FAST approvers (Area/HQ only)	<p>Median Approval Time Sept-Dec '14 Pilot Areas: 2 Days (12 samples). Approved 42 total but only 12 were created after Sept. 2014 Other Areas: 27 Days (11 samples)</p> 
Establish mail point of contact with Mailer + Area Transportation	<p>Improved communication and reduction on approval cycle time</p> 
Initiate Tactical A3 ONE – Improve CSA design standardization	<p>Establish standard business rules for CSA creation</p> 

Pilot Results:
reduction from 8 to 2 approvers
and
from > 56 to 2 days

PILOT AREAS: MEDIAN 2 DAYS



HAWTHORNE EFFECT

OTHER AREAS: MEDIAN 27 DAYS

Next Steps:

Collect more cycle time data and expand pilot by March 2015

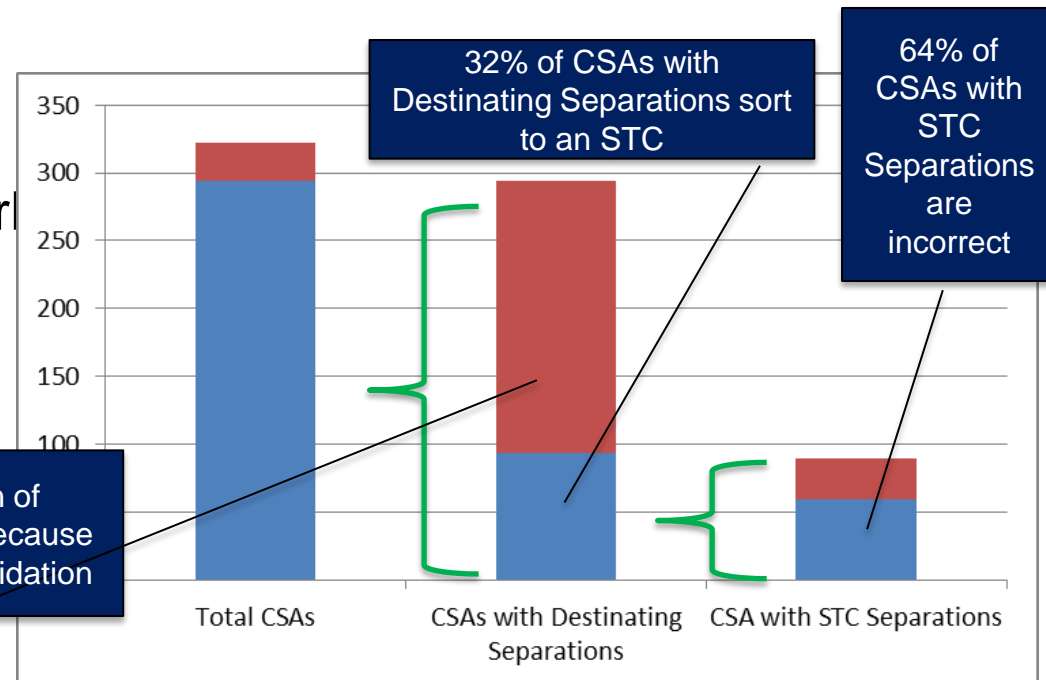
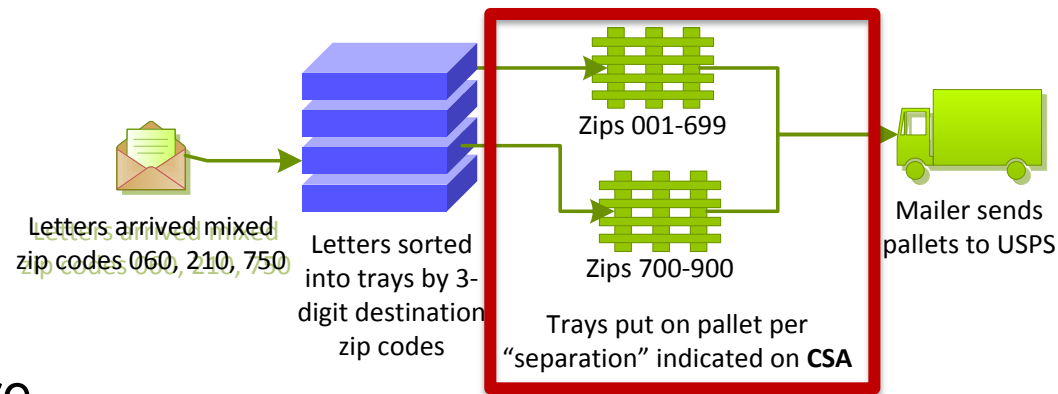
Tactical A3 ONE: CSA Separation Design Standardization

Project Lead: Isabel Navarro

Black Belt Coach: Ramel-Barnes

Project Background

- CSAs separation structures are design at the local level – no consistency among the 322 CSAs
- CSA separations are not kept current to align with our network
- Content design of some CSAs do not maximize the benefit of the work share agreement (locally optimized)



■ IMPROVEMENT PLAN: Pilot to test the robustness of the business rules

✓ Pilot plan presented to HQ Manager of Processing Operations and approved

✓ Two pilot sites selected (PSI – Los Angeles, CA + DST – Hartford,

To Do items to implement pilot:

Pilot Task

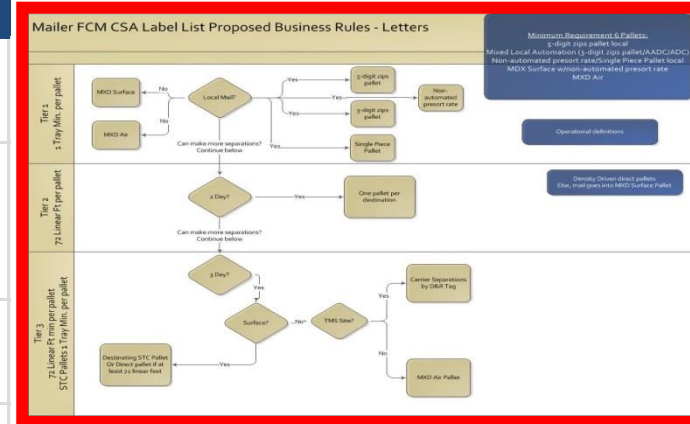
- 1 Finalize LLCSA through appropriate Dest. STC
- 2 Vet LLCSA with local team (compare current CSA with Proposal) +add transportation
- 3 Enter LLCSA into FAST with effective date- January 11,2015
- 4 Approve LLCSA in FAST

Team will be tracking metrics to quantify impact of pilot

Metrics for Pilot:

- % CSA variance (special cause - why?)
- Commercial Service Score (USPS scores - segregated by service standard) [trends]
- Late Trips*
- Workhours (local plant perception of impact)
- Before/after separations
- Quality control for accuracy of separations*

Standard Business Rules established by the team



FMEA conducted by team to help mitigate pilot risks (two w/highest RPN)

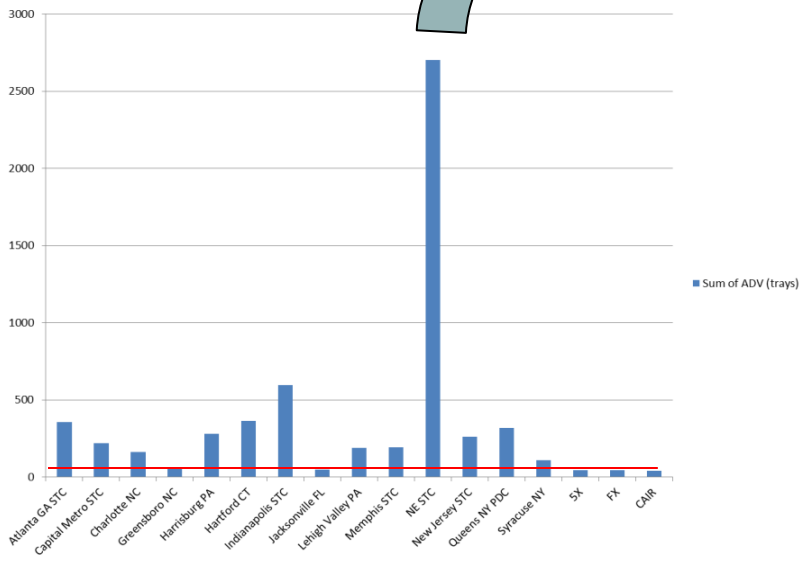
	Potential Risks from LL Business Rules	Potential Failure Effects	Current Process Controls	R P
7	Convincing the USPS plants to participate - standardizing the business rules	Will go outside CSA LL process Refuse to participate Effects relationship between mailer and local plants	Include IPS/PM on team to help design business rules	700
5	Label List is confusing and no one can explain palletization rationale (decision logic)	Mail separated incorrectly Non-CSA mailers	Change of rules to make one common process Standardize palletization process within label list structure - and get rid of unnecessary label lists (vendor software change) 1+ year horizon Vendor change \$\$ Benefit to large mailers	640

Hartford DST Before - After

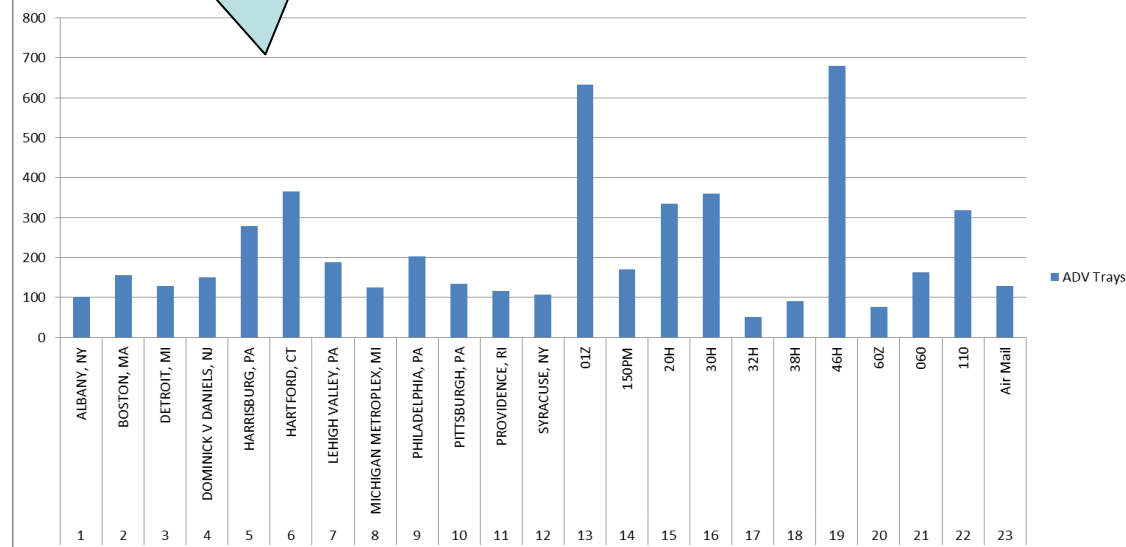
Hartford DST Separations Current State

Hartford DST Separations Future State Pilot State Date: January 18, 2015

Sum of ADV (s)



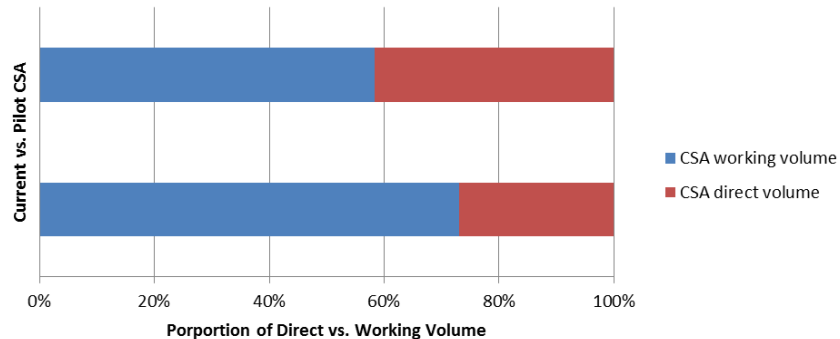
DST Hartford Proposed CSA - January 2015



Proposed Future State:

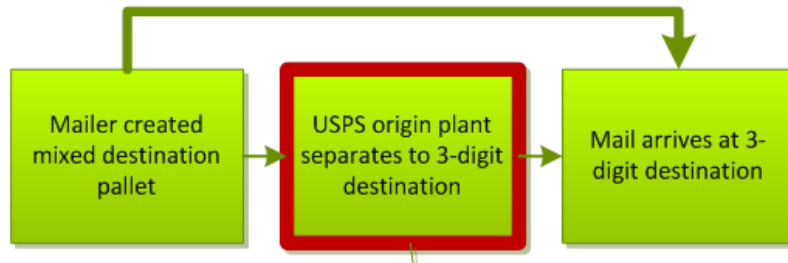
- ✓ Applied business rules to design future state
- ✓ Volume driven direct separations and alignment with USPS transportation network
 - ✓ Meet the Mailer Requirement of 23 Letter Separations
 - ✓ Collaborated with Area stakeholder to vet feasibility
 - ✓ Received agreement from Hartford Plant Manager
- ❖ Reduction in working volume to 01Z: from ~2600 to 633 trays per day

DST CSA Hartford - Pilot



15%
Reduction

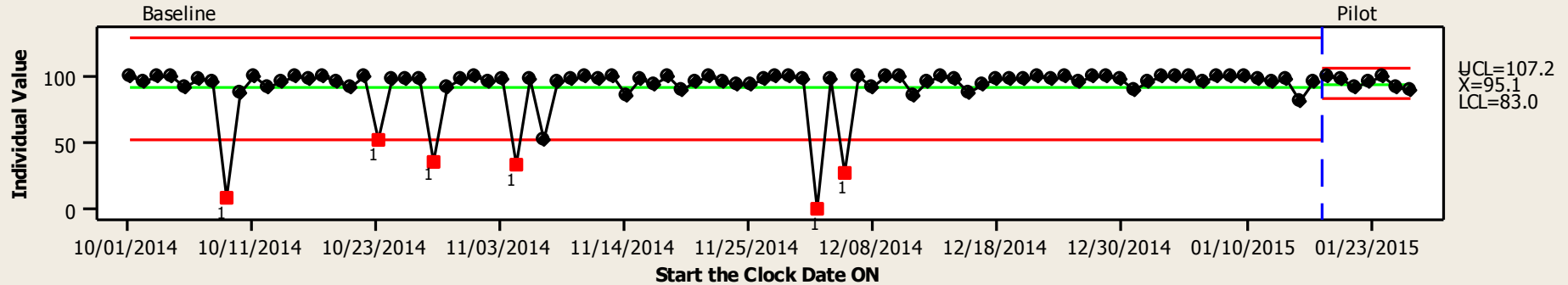
Goal of CSA: Reduce the number of USPS handlings



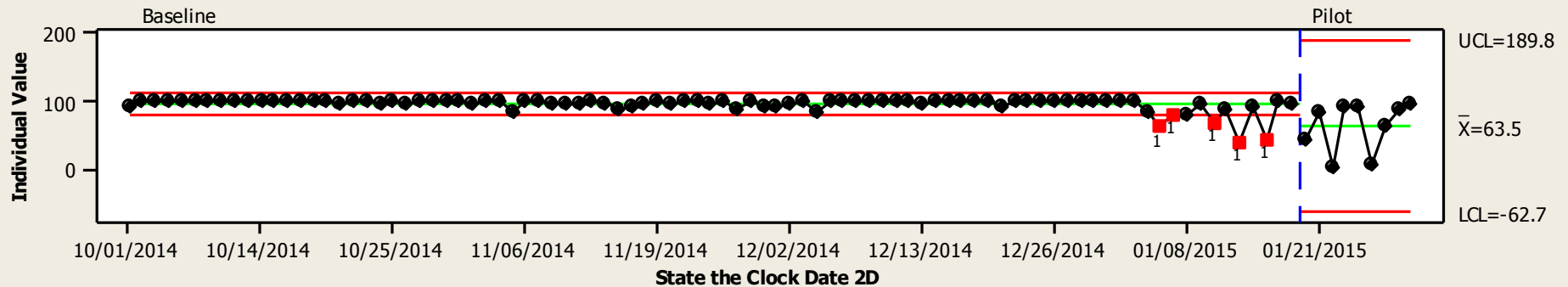
- Large potential savings from standardized business rules across 322 CSAs (removal of local optimization)

Hartford DST Metric Tracking

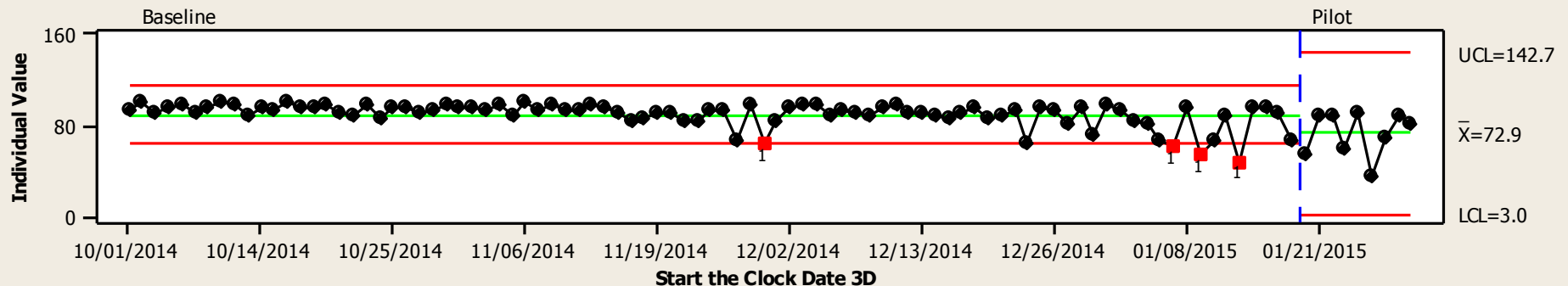
DST Hartford Overnight Service Score



DST Hartford 2 Day Service Score



DST Hartford 3 Day Service Score



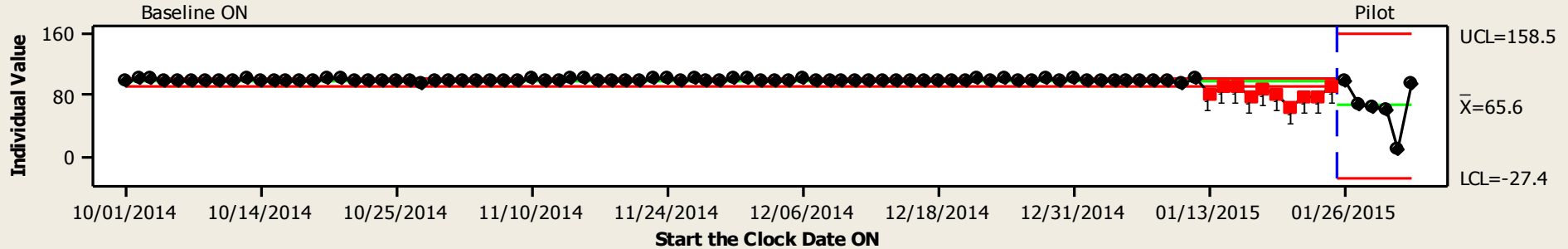
Pilot start date:

- January 26, 2015

Pilot Outcome:

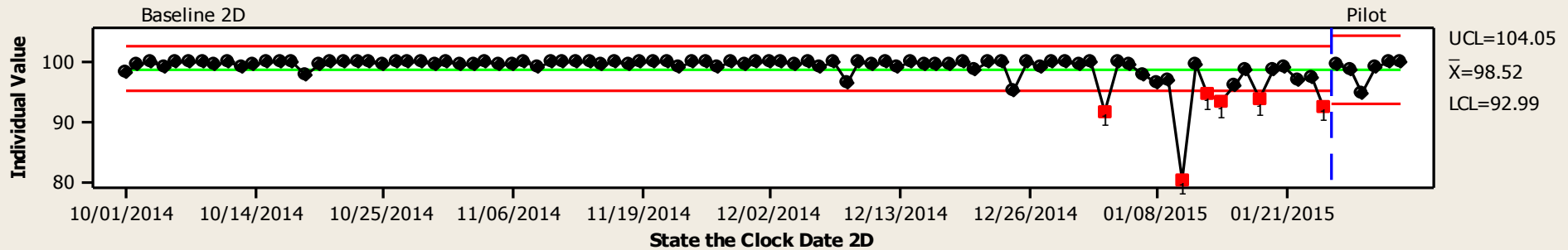
- Identified unnecessary air separations being done
- Able to reduce the number to only value-add separations
- Improved palletization to move mail to final destination with less handlings

LAX PSI Overnight Service Score



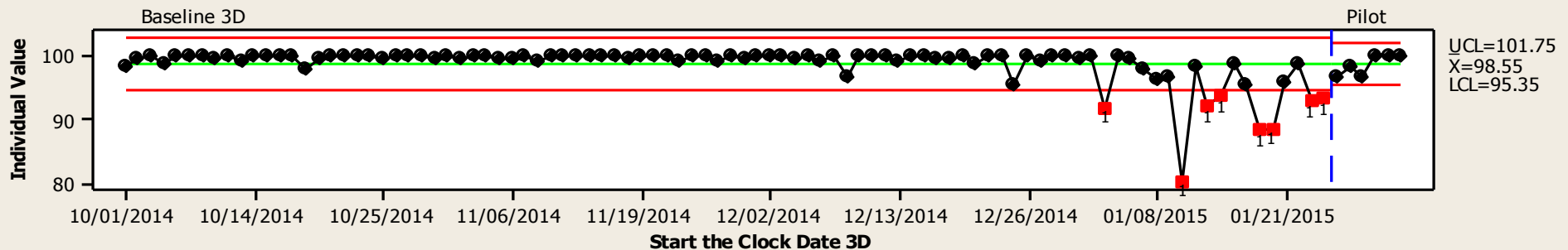
2/6/2015 4:34:02 PM; Author: NRB

LAX PSI 2D Service Score



2/4/2015 9:46:11 AM; Author: NRB

LAX PSI 3D Service Score



2/6/2015 4:10:04 PM; Author: NRB

- Continue monitoring pilot sites
- Expand to additional pilot sites
- Conduct Kaizen to reduce the cycle time for “HQ CSA creation” Feb 23-27
- Decide on Future State approval process

Questions?

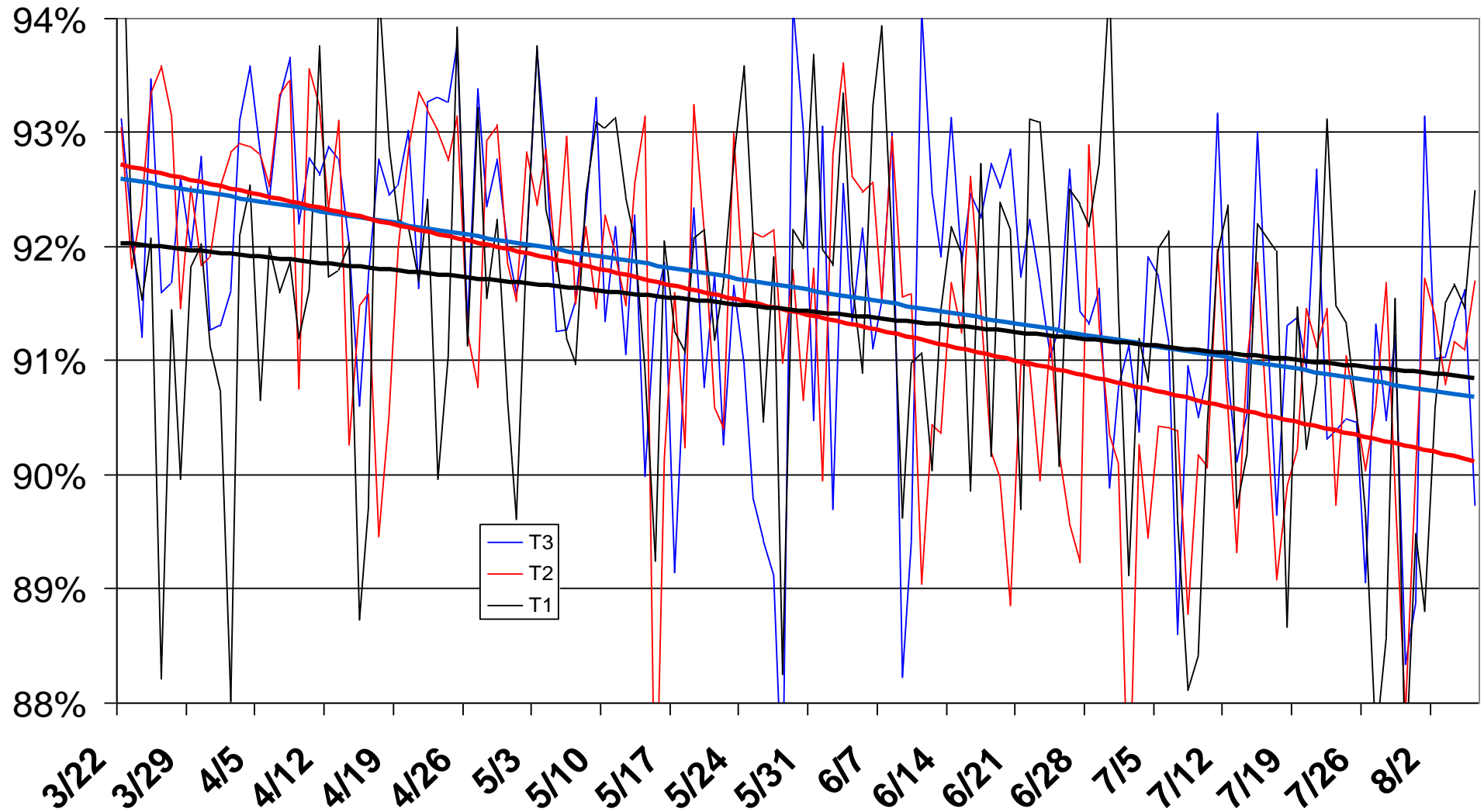
Tray Label Scanning Issues and Plans

February 2015

- ☐ **Recent Tray Scanning Issues**
- ☐ **Improvement Efforts**
- ☐ **Adhesive Labels**

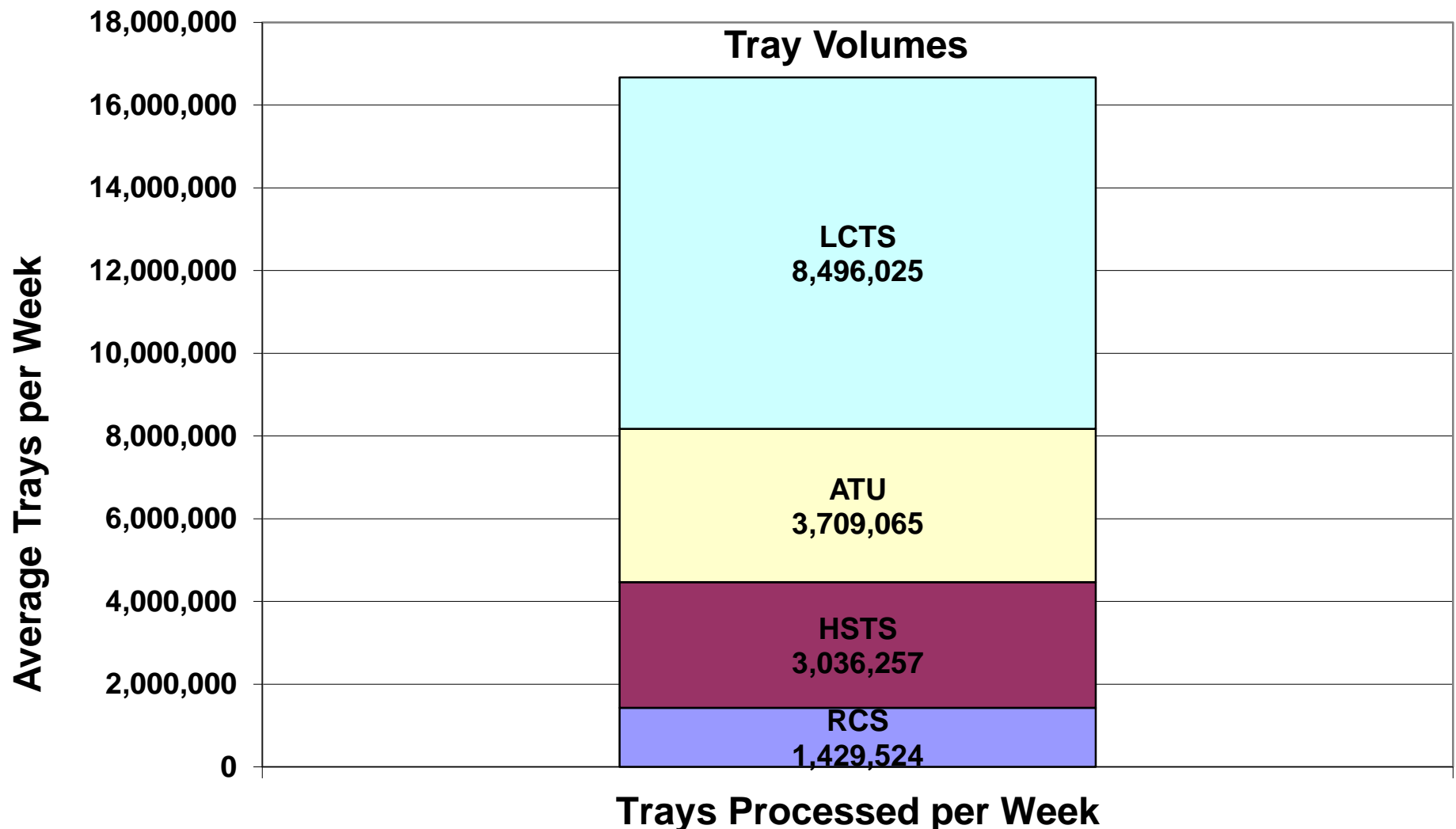
- ☐ **Mail Visibility Program Requires Tray Scans**
- ☐ **24 Digit Barcode Tray Label = Increases Data**
- ☐ **2012 LSS Project Indicated:**
 - ☐ **Poor Label/Barcode Read Rates ~ 85%**
 - ☐ **Reduced Read Rates on 24 Digit**
 - ☐ **Poor Scanner Reliability**
 - ☐ **Old Scanner Technology**
 - ☐ **Decreasing Read Rates**
 - ☐ **Loss of Entry Scans by Unseleeverers (ATUs)**

HSTS National Read Rate per Tour

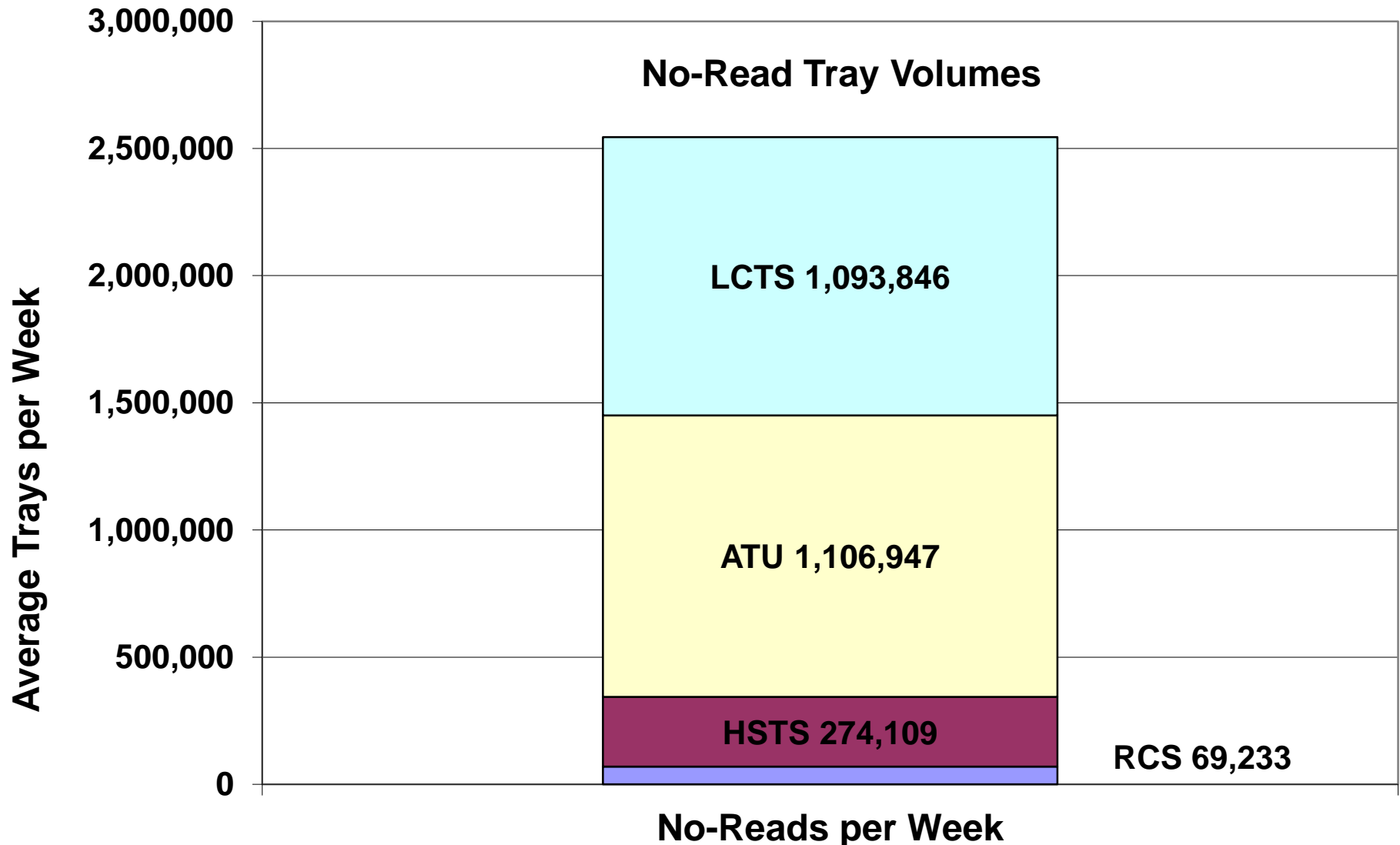


Largest HSTS Read Rate drops are on Tours 2 and 3

Over 800 Million Tray Scans Annually



Over 125 Million Tray Scan Rejects Annually (15.6%)



- ❑ **2013 Universal Scanner Solution Developed**
 - ❑ **Multiple Tray Platforms – LCTS, HCTS, HSUS....**
 - ❑ **Commonality of Spares and Training**
- ❑ **Camera (Vs Scanner) Technology**
- ❑ **Improve Read Rates ~ 8%**
- ❑ **Reduced Maintenance**
- ❑ **Improved Reliability**
- ❑ **Scan Rate and Equipment Monitoring**
- ❑ **Additional Reporting Systems (MSWYB)**
- ❑ *** Improved Reporting/Visibility ***

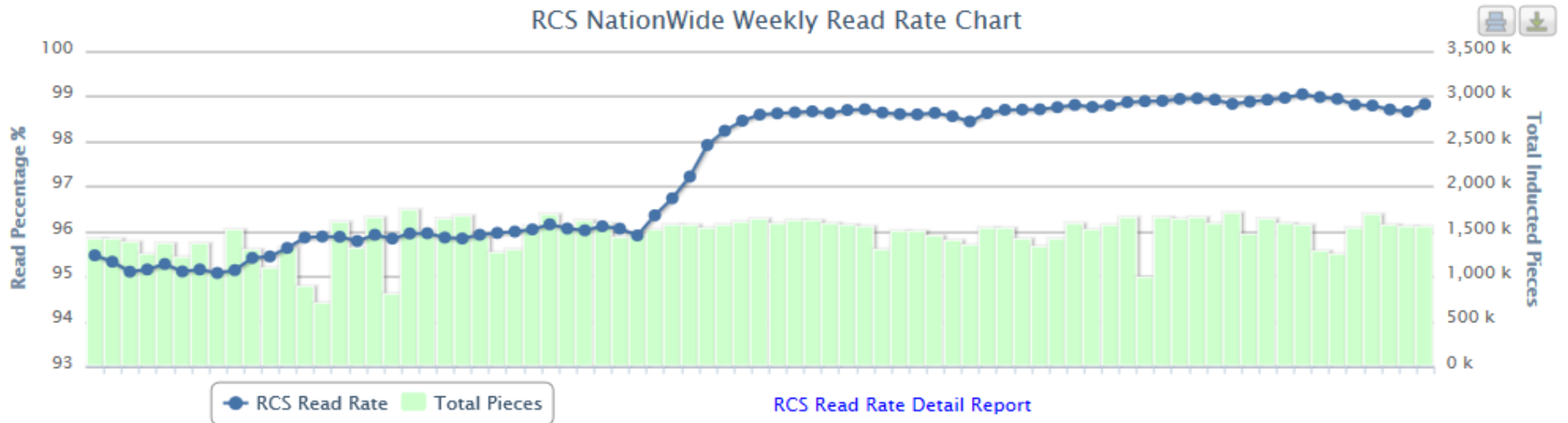
Completed:

- | | |
|--|-------------------|
| <input type="checkbox"/> Robotic Systems (RCS) | Spring '14 |
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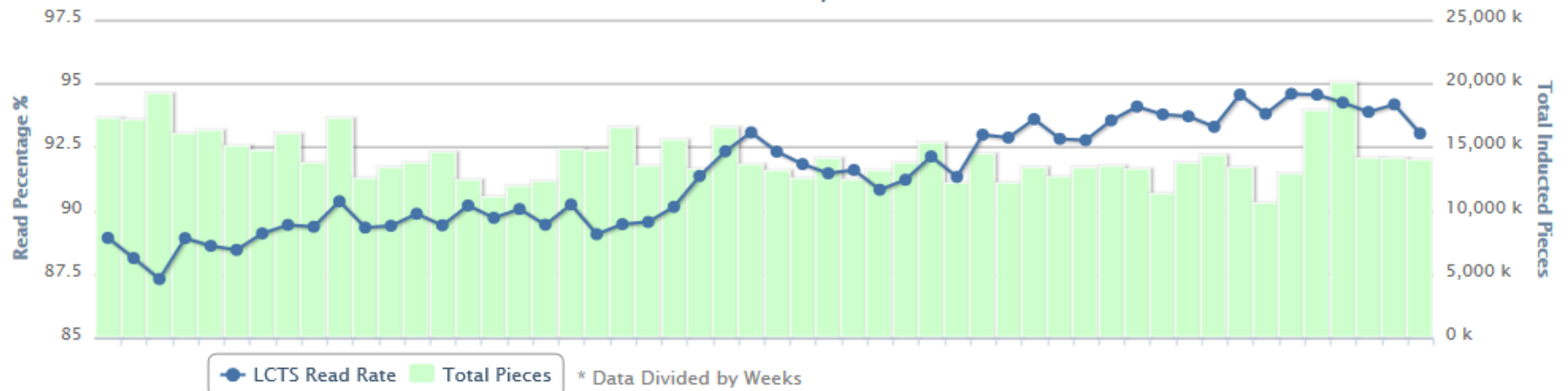
In Progress:

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|--|-----------------------------|
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RCS NationWide Weekly Read Rate Chart



LCTS NationWide Weekly Read Rate Chart



LSS Project to Measure All Issues

- ☐ **Why Not 99% on All Platforms**
- ☐ **Develop Improvement Plans**
- ☐ **Potential Issues:**
 - ☐ **Lost Labels**
 - ☐ **Label Holder Interference or Damage**
 - ☐ **Out of Spec. Barcodes (Squeezed 24 Digit)**
 - ☐ **Poorly Printed or Smudged Barcodes**
 - ☐ **Miss-placed Labels**
 - ☐ **Reject Chutes Full**

Benefits:

- ☐ **New Technologies**
- ☐ **Easier Application**
- ☐ **Reduced Manual Cost**
- ☐ **No Label Holder Interference**
- ☐ **Improved Label Quality**
- ☐ **Improved Label Barcode Quality**

Issues/Concerns:

- ☐ **Accurate Label Position – USPS Trays**
- ☐ **Over Labeling Bleed Through**
- ☐ **Reliability of Adhesives**
- ☐ **Clean Label Removal – USPS & Mailers**
- ☐ **Label Removal Costs**
- ☐ **Not Universal: Savings for Adhesive Users =
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- ☐ **Maintenance of Labeling Equipment - Quality**
- ☐ **Label & Barcode Quality **Cannot Go Backwards****

- ☐ **Initial Adhesive Label Tests Showed Promise**
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- ☐ **Live Testing to Prove Feasibility (or not)**
- ☐ **End-to-End Controlled Test**
- ☐ **Identify Issues and Solutions**
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- ☐ **Value is in Reduced Labeling Costs**
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 - ☐ **Loss of Label**
- ☐ **Value/Costs with Both Technologies In Place**

Open Discussion



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Periodicals Track

February 18, 2015

- Periodicals Track
 - Action Items from Last Meeting
 - Open discussion

- Action Items from Last Meeting
 - Follow up to determine business rules for MPE for bundle scan and mapping to eDoc – keyed vs scanned.
 - Business rules on eDoc on key vs. scanned (results)
 - Create a mission statement for a multi- scheme pallets FSS pallet workgroup - *Work Group -#168 developed*
 - Need for workgroup to refine mail piece characteristics
 - *Work Group # 169 developed*

- Action Items from Last Meeting
 - Review EMIR process and leverage technology to improve process
 - FAST User group to explore options to improve data on unload times - *Update provided on webinar – 2/5/25*
 - Gather input on bundle requirements and materials prior to federal register

Expected Bundle Scans

- ❑ Based on eDoc container make-up, ~92% of bundles are expected to be bundle sorted**
- ❑ ~68% of those bundles receive a bundle scan**
 - Standard mail: 73%
 - Periodicals: 63%

Based on analysis of Full-Service flats mailings with mailing dates of 10/4 to 10/18

Open Discussion



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Standard Track

February 18, 2015

- Standard Track
 - Action Items from Last Meeting
 - Self-adhesive Tray Labels
 - Open Discussion

- Action Items from Last Meeting
 - Add pallet volume % decrease to deck prior to distribution - Cathy (done) on RIBBs – *posted on RIBBS*
 - Create a mission statement for a multi- scheme pallets FSS pallet workgroup - *Work Group # 168 developed*
 - Review EMIR and leverage technology to improve process –
 - Evaluate monthly label list cycle after Network Rationalization - *Presented on webinar – 2/5/15*

- Action Items from Last Meeting
- FAST User Group 3 to explore options to improve unload times - *Presented on webinar 2/5/15*
- Follow up on MTAC participant recruitment messaging for User Group 3
- Follow up on press release on status of ADVANCE and ePUBWATCH – *Webinar on 1/9/15, Notification of program status is posted on RIBBS*

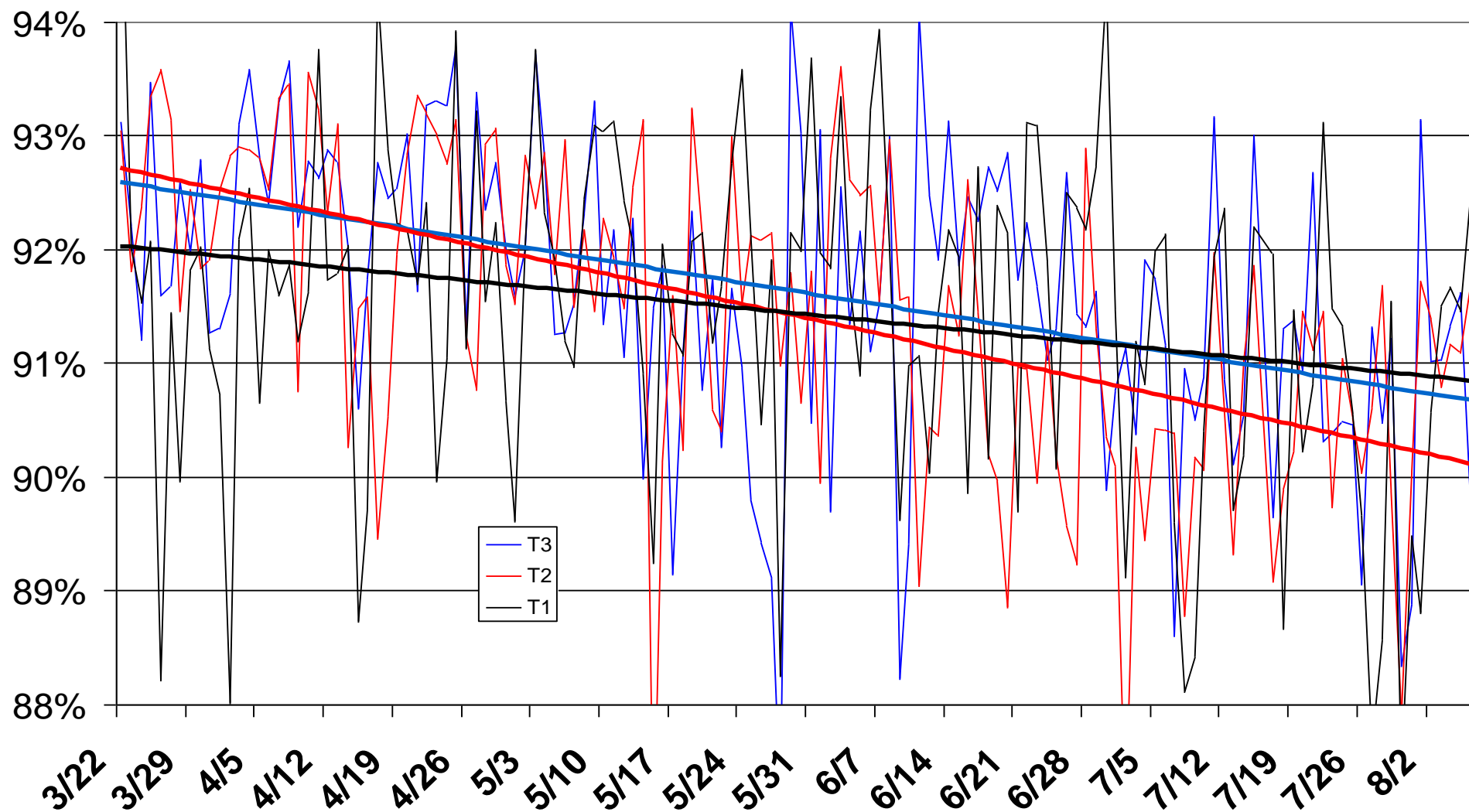
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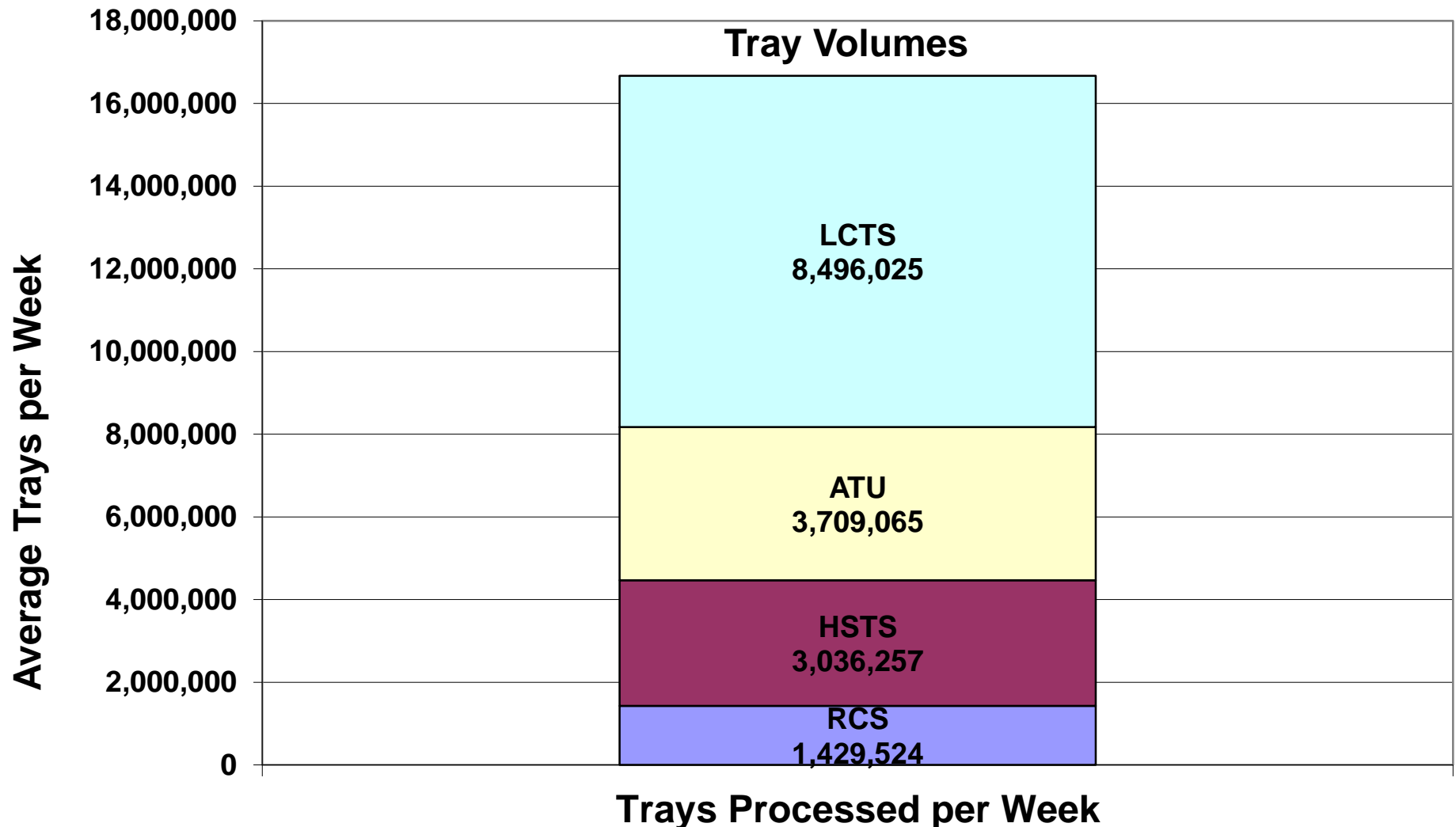
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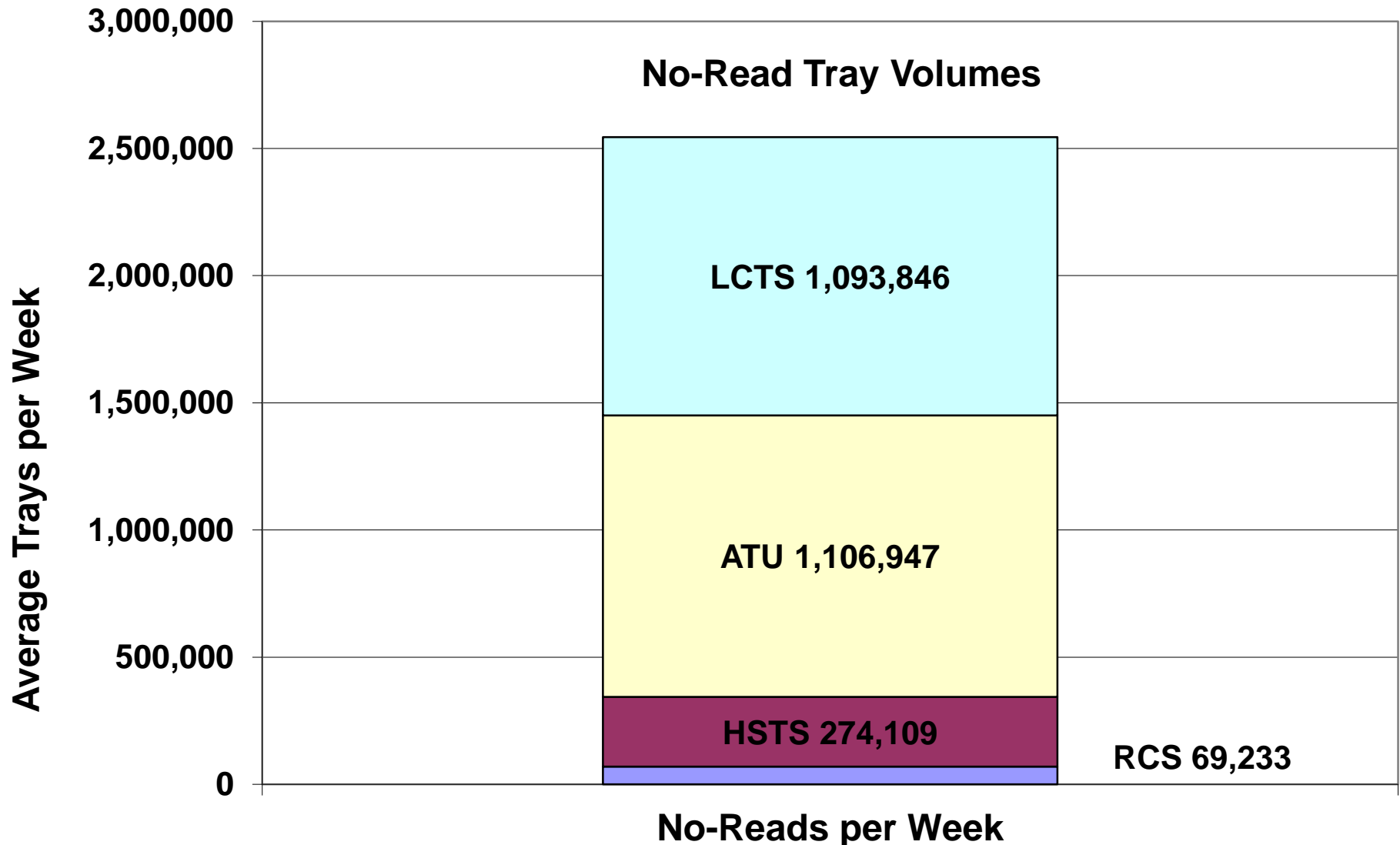


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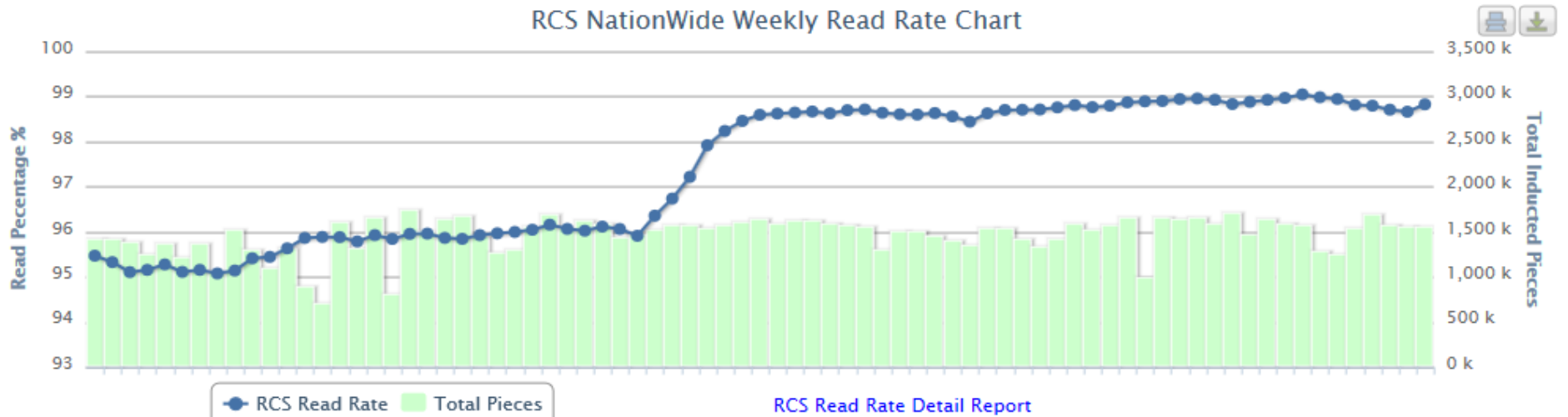
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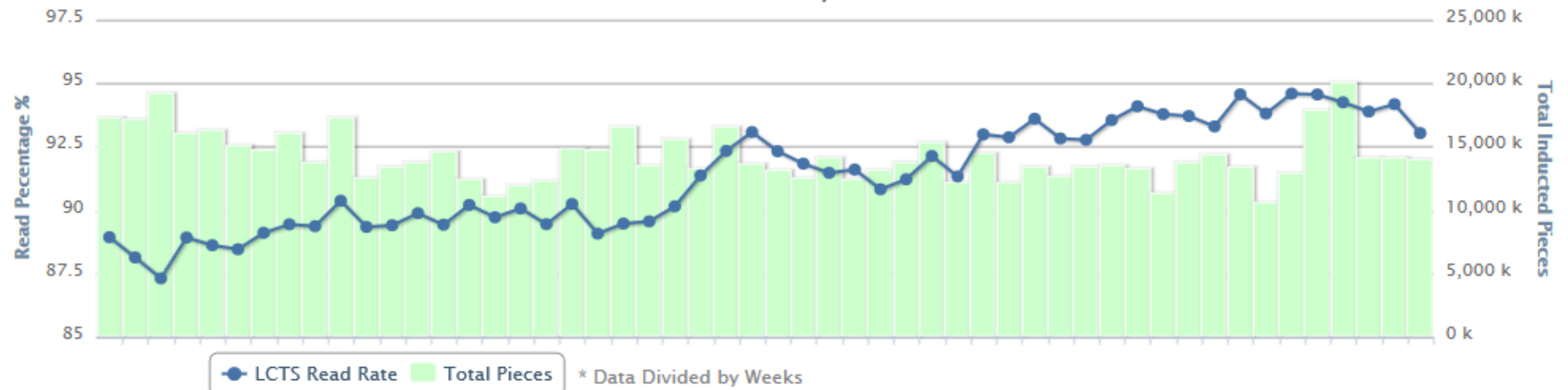
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